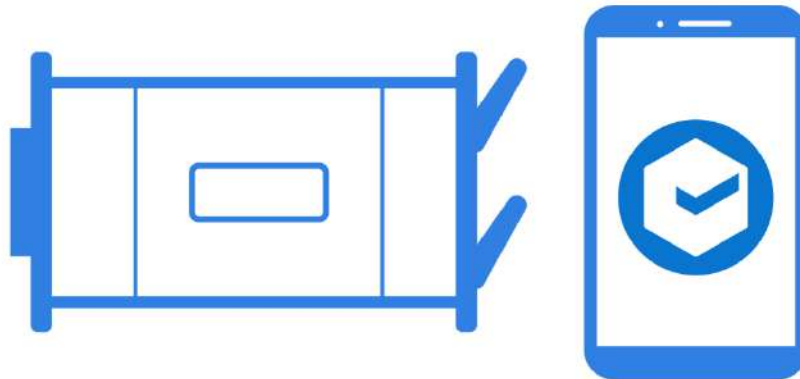


asTech® User Guide

Bringing you OEM & OEM Compatible solutions in one package.



Customer Support



1-888-486-1166



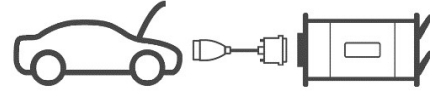
customerservice@astech.com



www.astech.com

IMPORTANT – Steps 1 and 2 must be completed prior to logging into the asTech App.

- 1 Plug your asTech device into a vehicle with key on, engine off, check Internet connection, and ensure the firmware is up to date.



If necessary, refer to the asTech Device Quick Start Guide (shipped with device) to connect it to the Internet.

Refer to Confirm asTech Device Firmware Version on page 16 of this document if needed.

- 2 Ensure that you have created a Username and Password for the asTech App.

If you have not received an email invitation (search for an email containing the phrase “asTech mobile” from noreply@astech.com) to do so, or need to have it resent, contact Customer Service at 888-486-1166.

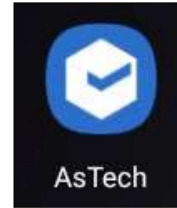


- 3 On your Android or IOS device, in the Settings menu, confirm that the device is connected to the internet. Then go to the appropriate store, and search for “asTech App” to find and install, or update the app.

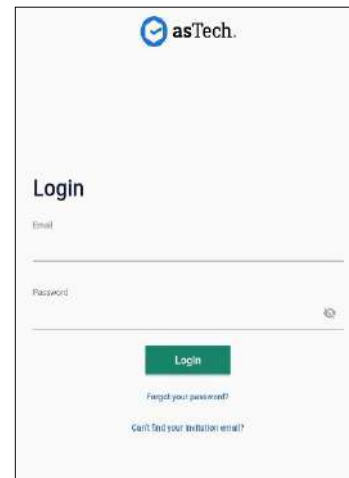
- 4 From the Settings menu, go to Bluetooth and pair your asTech device to Android/IOS device.



- 5 From the device home screen, tap the **asTech App** icon to launch the app.

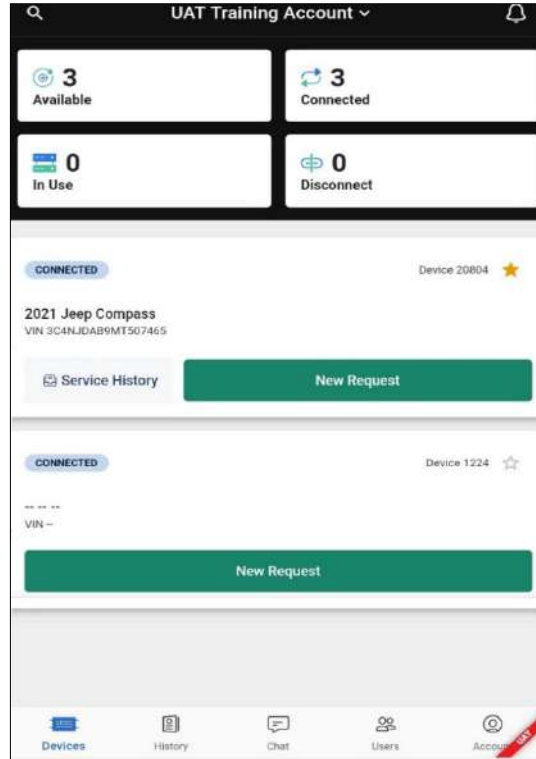


- 6 On the Login screen, type your username and password created for the asTech App.



Scan Tool Screen

After launch, you will see the following screen. Here you will find buttons to launch different asTech App features.



Available

Devices connected to your account.

Connected

Devices connected to vehicles.

In Use

Vehicles scans, submitted, or in progress.

Disconnect

Vehicle Scans or calibrations completed and ready to be disconnected.

Devices

Homepage allowing you to view Available, Connected, In Use, and Disconnect.

History

View previous scans and work orders.

Chat

Chat with your asTech technician during an OEM scan.

Users

View all users under your account.

Account

View account info and settings.

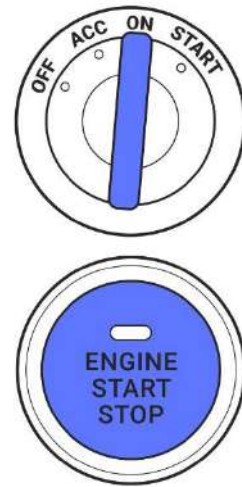
Performing a Local Scan

- 1 Connect the asTech device to the vehicle to be scanned.

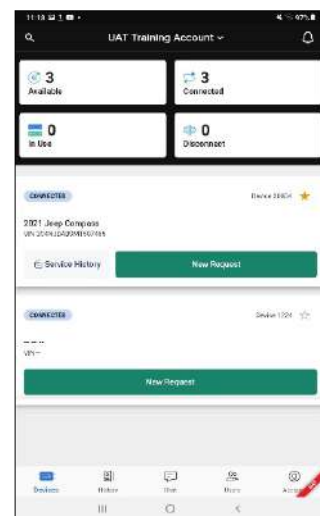


- 2 Set the vehicle ignition to "on".

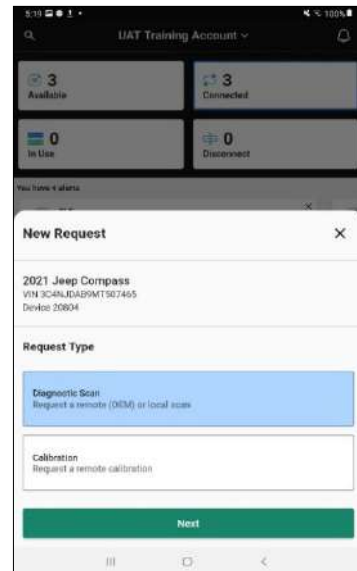
For keyed ignition, turn to the on position. For keyless ignition, follow the manufacturer's recommendation; typically press and hold the On button for 5-10 seconds or pressing it twice.



- 3 In the asTech App, under the Devices tab, select **New Request** under the desired connected vehicle.

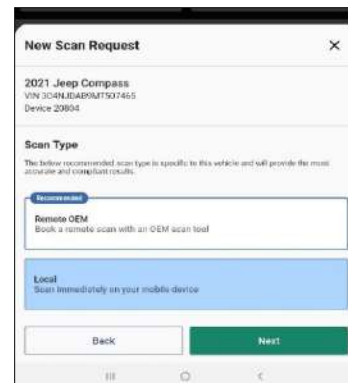


- 4 Under **New Request**, choose the **Diagnostic Scan** option. Once this has been selected, press **Next**.



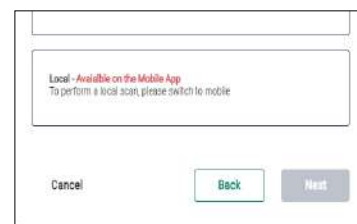
- 5 Under Scan Type, choose **Local** to perform a scan on your mobile device. Then click **Next**.

Please note if working from desktop:
Local scan is only available on the
Mobile App.



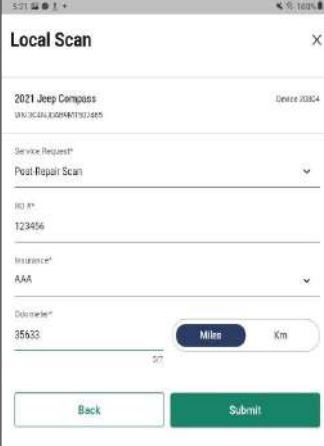
*Mobile App

*Desktop



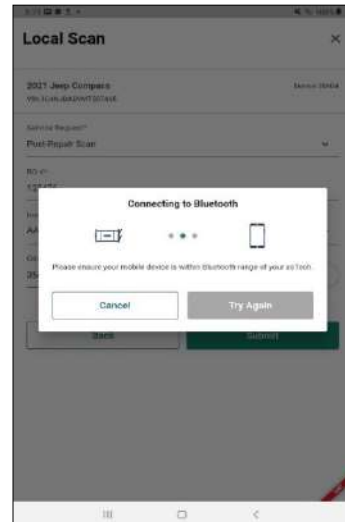
- 6 For a Local Scan, you will be prompted to select your **Service Request and Insurance**. Then enter the **RO#** and **Odometer** info. Once completed, press **Submit**.

*For some vehicles, the information may pre-populate.



The screenshot shows the 'Local Scan' form in the asTech app. The form is titled 'Local Scan' and includes the following fields: '2021 Jeep Compass' (VIN: 3C4NKCDBMT5G1585), 'Service Request*' (Post Repair Scan), 'RO #' (123456), 'Insurance*' (AAA), and 'Odometer*' (35533). There are radio buttons for 'Miles' and 'Km'. At the bottom, there are 'Back' and 'Submit' buttons.

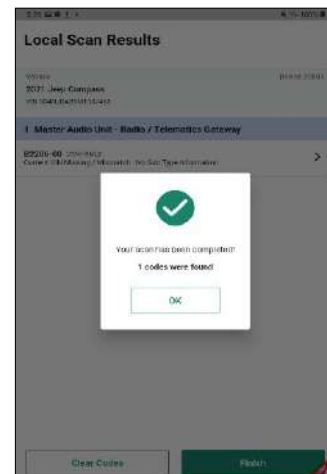
- 7 Ensure your mobile device is within Bluetooth range of your asTech device.



- 8 Once the Bluetooth has successfully connected, the scan will begin.



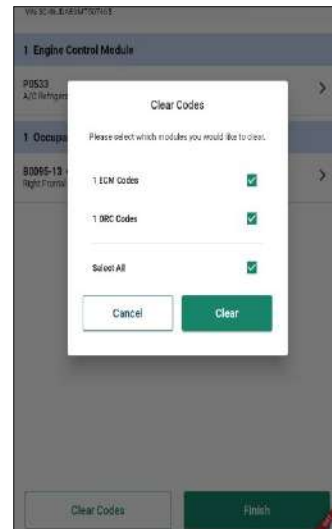
- 9 When complete, an alert will display with the number of codes found. Press **OK** to view your results.



- 10 Viewing your scan results allows you to clear codes or finish your scan.



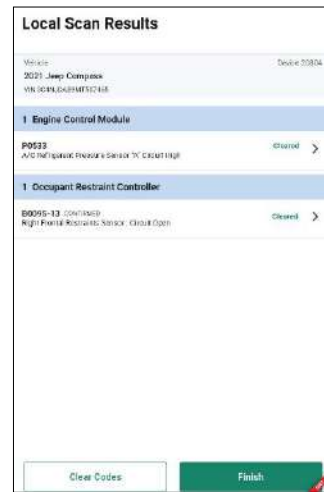
- 11 Select **Clear Codes** to select the modules you would like to clear. Then click **Clear**.



12 The scan results will display with the listing of the trouble codes found for each individual module.

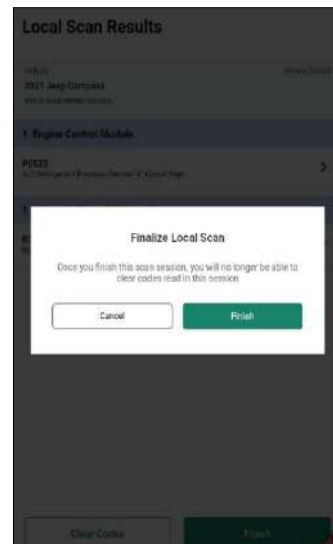
Your Scan Report-PDF is now in process and on its way via email from asTech. You can tap on any code to see potential repair information related to that code.

Once codes have been successfully cleared, select **Finish** to finalize your scan.



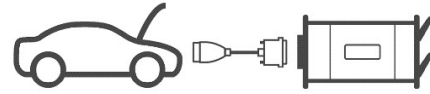
13 Codes that have been successfully cleared will be indicated. You will be taken back to the homepage once the scan has been finalized.

Press **Finish** under Finalize Local Scan



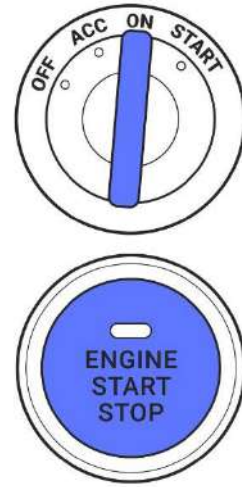
Requesting an OEM Scan

- 1 Connect the asTech device to the vehicle to be scanned.

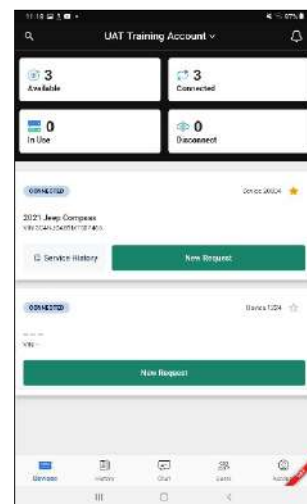


- 2 Set the vehicle ignition to “on”.

For keyed ignition, turn to the on position. For keyless ignition, follow the manufacturer’s recommendation; typically press and hold the On button for 5-10 seconds or pressing it twice.



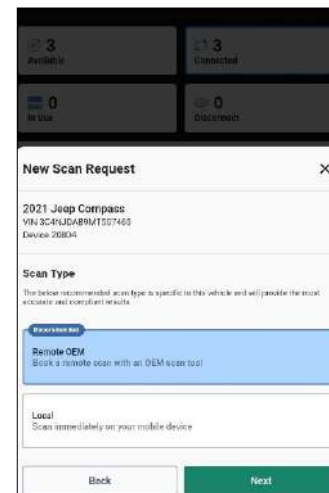
- 3 In the asTech app, under the Devices tab, select **New Request** under the desired connected vehicle.



- 4 Under **New Request**, choose the **Diagnostic Scan** option. Once this has been selected, press **Next**.



- 5 Under Scan Type, choose **Remote OEM** to book a remote scan with an OEM scan tool. Then click **Next**.



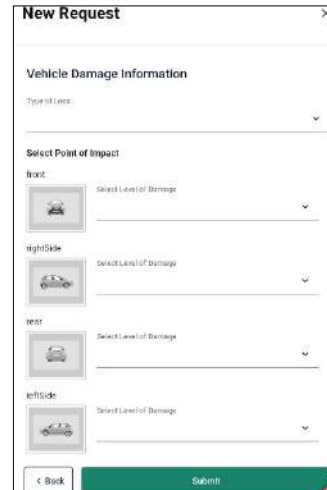
- 6 For an OEM Scan, you will be prompted to enter information about the vehicle. Once the form has been completed, select **Next**.

* Make sure to leave detailed notes by pressing **+ Add Notes**.

* For some vehicles, the information may pre-populate.

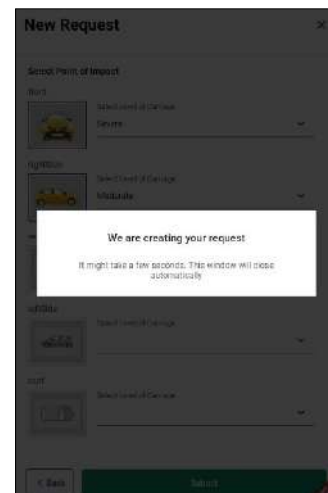


- 7 Enter the vehicles type of loss, point of impact and level of damage. Then click **Submit**.



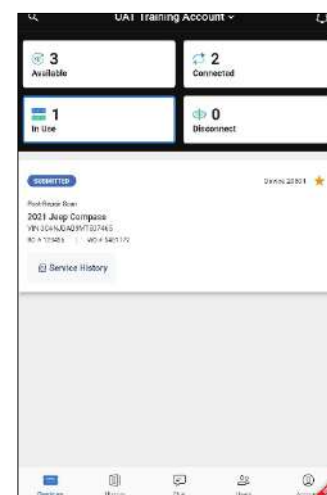
- 8 Your scan request has been created.

Please note: the New Request window may pop up once again after the request has been created. Exit out of this to avoid re-submitting the same request.



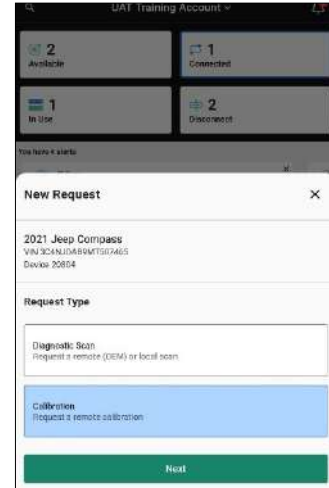
- 9 To view your submitted request. Click **In Use** on your homepage to view the scan request.

An asTech Technician will be in contact with you to review your scan request.



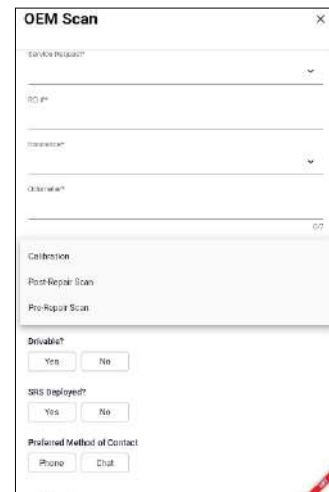
Requesting a Calibration

- 1 Under **New Request**, choose the **Calibration** option. Once this has been selected, press **Next**.



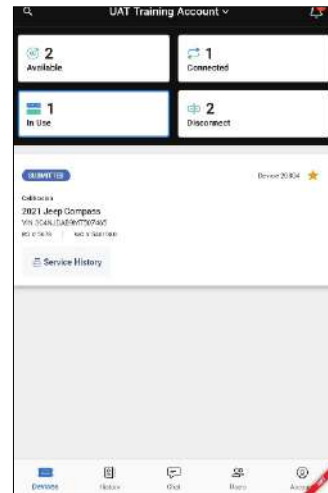
- 2 For a Calibration, you will be prompted to select your **Service request type** and enter in some specific information regarding the vehicle. Once this is done, press **Submit**.

*For some vehicles, the information may pre-populate.

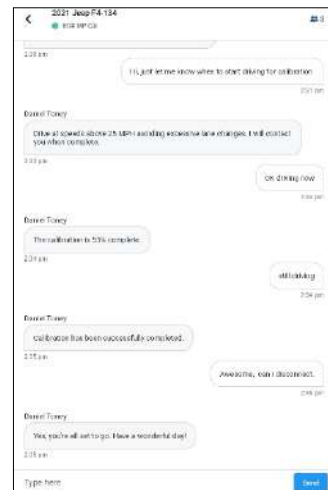


3 Your Calibration request has been submitted. To view your submitted request, click **In Use** on your homepage to view the submission.

An asTech Technician will be in contact with you to review your scan request.



4 An asTech Technician will communicate with you via chat to assist you with Calibration.




Reports & Invoice

Once you have completed a scan, you will receive the report and retail invoice packaged into one email.

Scan report

For Remote OEM scans, the detailed report, and recommendations from our technicians will be sent to you.



Customer Support
888.486.1166
customerservice@astech.com

POST-REPAIR SCAN

asTech Master Tech: Tony Stark

10/19/2021, 7:39 AM CST
Invoice: SIN3756307

Customer Information

asTech Development QA
Attn: Smoke Tester
2600 Technology Dr
Plano, Texas 75074
(972)-555-5455

Vehicle Information

Work Order: 5024868
Repair Order: 129865
Vehicle: 2020, Chevrolet Tahoe LS
VIN: 1GN5CAK6LR269091
Odometer: 123 mi.
Insurance: GEICO

Additional Vehicle Information

Driveable	Yes	Shop Notes	Light Front End Damage, Check Engine Light on, Vehicle Fully Assembled, KCEO Battery Supported.
SRS Deployment	No		
Point of Impact	Front,		

Master Technician Notes

Vehicle is fully assembled. Battery supported. Key on, engine off. Warning lights illuminated. Check Engine. Vehicle has SRS deployment(s): None. Light damage on Front.

Service Details

asTech Trained Technician: Tony Stark | Certification ID: 123456

Performed a full vehicle scan Health Check with the GM GDS2 scan tool.
34 fault codes were reported in 12 modules.
Performed SRS verification test.
Shop will perform their own system verification test.
Performed a full Post-Repair scan clearing all fault codes. 0 fault codes returned at this time.

At the time of the scan, the National Highway Traffic Safety Administration website was unavailable and a recall search was unable to be performed.

Per GM ADAS calibration recommendations, if an ADAS feature is affected by the collision repair, GM may recommend calibration of affected components after repairs are complete. Please refer to GM document 5577683. These items may include Frontview Camera, Long Range Radar, Park Assist Sensor, Curb View Camera, Surround Vision Camera – Analog and Night Vision Camera.

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Page 1 of 6

For Local scans, a report of all trouble codes identified in the scan will be sent to you.



Customer support:
1-888-486-1166
customerservice@astech.com

asTech Express

Pre-Scan

Oct 26, 2021 11:45 AM

Customer Information

Root Four Imagination
Root Four Imagination
1027 Topsail Road
Mount Pearl, Newfoundland and Labrador
A1W 3J6
Canada

Vehicle Information

Serial Number: 1928419
Repair Order: test123
Vehicle: 2014 Lincoln MKZ
VIN: 3LN6L2LUER803454
Odometer: 12,345 mi

Scan Overview

3 Emissions	1 Heating Ventilation Air Conditioning
1 Restraint Control Module (Airbag)	1 Battery Control Module
1 Tire Pressure Monitor	1 Anti-Lock Brake Module
1 Transfer Case / 4X4 Control Module	1 Occupant Classification System Module
1 Powertrain Control Module	1 Transmission Control Module
1 Secondary Control Module (OBD / Battery / Ignition)	1 Fuel Operated Heater Module
✓ All Wheel Drive Module	✓ Battery Charger Control Module

3 Emissions Codes

CODE	STATUS	DESCRIPTION
P0100	Confirmed	Mass or Volume Air Flow Sensor "A" Circuit
P0200	Pending	Injector Circuit/Open
P0300	Permanent	Random/Multiple Cylinder Misfire Detected

1 Heating Ventilation Air Conditioning Code

CODE	STATUS	DESCRIPTION
------	--------	-------------

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Page 1 of 2

Clear Codes Report

When clearing codes, a Clear Report will be emailed to you showing details of the codes cleared.

asTech. Driven by Reparity. Customer Support: 1-888-486-1166, customerservice@astech.com

asTech Express | Clear Report | Nov 05, 2021 01:18 PM

Customer Information	Vehicle Information
Key Collision of Portsmouth 9 Post Road Portsmouth, New Hampshire 02801 Unknd Date	Serial Number: 7530 Repair Order: 47075 Vehicle: 2013 Buick Regal VIN: 254GSEYEDH180338 Odometer: 163,376 mi

Scan Overview

- Body Control Module
- Power Steering Control Module
- Transmission Control Module
- Throttle Actuator / Keyless Entry
- Passenger Presence Module
- Instrument Cluster
- Climate
- Multi-Axis Acceleration Sensor Module
- Emissions
- Anti-Lock Brake System
- Engine Control Module
- Steering Wheel Angle Sensor
- Radio
- Align
- Telematics
- Front Seat Control

1 Body Control Module Code

Cleared Body Control Module

CODE	STATUS	DESCRIPTION
B3883	HISTORY	Check report for description.

1 Multi-Axis Acceleration Sensor Module Code

Cleared Multi-Axis Acceleration Sensor Module

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Retail Invoice

Your invoice will provide the year, make, model, and VIN of vehicle scanned, type of scan performed, and retail price.

asTech. Driven by Reparity. Customer Support: 888-486-1166, customerservice@astech.com

Invoice

Date: 10/19/2021 | Date Completed: 10/19/2021, 7:39 AM CST | Invoice: SIN3750397

BILL TO	Vehicle Information
asTech Development QA Attn: Smoke Tester 2600 Technology Dr Plano, Texas 75074 (972)-555-5455	Work Order: 5024868 Repair Order: 129865 Vehicle: 2020, Chevrolet Tahoe LS VIN: 1GN5C4KC6LR289091 Insurance: GEICO

Service Description

Post-Repair Scan	
OEM Diagnostic Support	
- Performed Code Clearing	
- Return Factory Settings	
Sales Tax	
Subtotal	
Total	

If you have any questions about this invoice, please contact customer support.

Clearing Codes

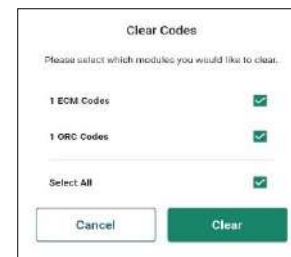
- 1 Viewing your Local scan results allows you to clear codes found.



- 2 Click **Clear Codes** on the scan results page.



- 3 Under the Clear Codes window, select the individual modules you would like cleared, or choose Select All. Then press **Clear**.



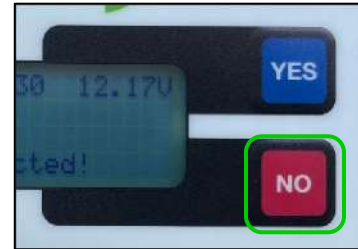
- 4 Codes that have successfully been cleared will be indicated "cleared". Select **Finish** to finalize your scan.

You will return to the **Local Scan** results page.

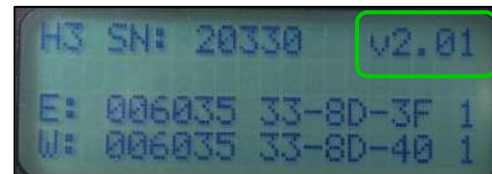


Confirm asTech Device Firmware Version

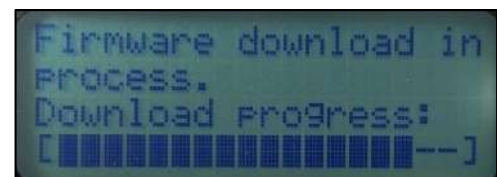
- 1 Your asTech device must have the latest firmware to pair with your asTech device. To determine current firmware version, press and release the red **NO** button 3 times in rapid succession while the device is attached to a vehicle.



- 2 The asTech device screen will display configuration information. The firmware version number is shown in the upper right-hand corner of the screen.



- 3 If your device does not have the latest version, please contact Customer Service at 888-486-1166 so an update may be pushed through.
Once the update is pushed to your device, it will automatically update when next plugged into a vehicle and powered on.



Activating Bluetooth on the asTech Device

This only needs to be performed once as you will be using the asTech app for performing Local and submitting Remote OEM scans.

- 1 Your asTech device can switch between with firmware version communicating with the asTech app or being used in the standard mode to submit Remote OEM scans via asTech App.



Pressing the yellow WPS button 8 times in rapid succession will switch the device between modes.

- 2 If you are activating, the screen will display asTech App Enabled future use momentarily and then will display Waiting for App.... Once connected, the screen will display Connected!



- 3 If the screen displays "activating the standard mode", the asTech App Disabled future use will display momentarily. Then will show Connected & Waiting once logged in.

Frequently Asked Questions

I can't log into the asTech app on my device.

You must create an asTech Connect login to log into the asTech App. If you have not received an email invitation from asTech to do so, or if your invitation has expired, contact our Customer Service team at 888-486-1166 to have one sent.

I am locked out of my asTech account.

Go to <https://app.astech.com>

and click the **Forgot Password** link. This will reset your password. Once your password is reset you will be able to log in

My asTech device is not "seeing" my asTech device via Bluetooth.

After ensuring your asTech device is plugged into a vehicle with Key On, Engine Off, confirm the display shows "Waiting on App...." If it does not refer to Switching Modes of the asTech Device on page 19. Otherwise, refer to Confirm asTech Device Firmware Version on page 18 to confirm your asTech device has the correct firmware version installed.

My asTech Device say "connected and waiting" instead of "waiting on app"

Refer to Activating the BlueTooth on the asTech Device on page 19.

How do I update my asTech App?

Visit the Google Play Store on your mobile device and search for "asTech App". The store will show if you have the latest version and allow you to update if a newer version is available.

How do I access the Google Play store?

Tap the Play Store icon on your mobile device. You may need to create a Google account in order to download and install apps and updates. Otherwise, login using your Google account (not asTech App) username and password.

Appendix

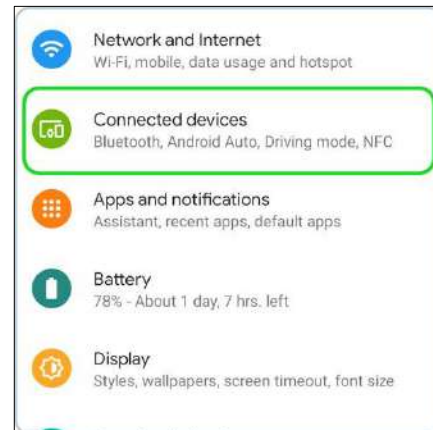
Bluetooth Pairing Procedure

- 1 Find the **Settings** app on your Android/IOS device and open it. Android device screen shots are shown here, yours may vary slightly.



- 2 Find the **Bluetooth** option from within the Settings menu.

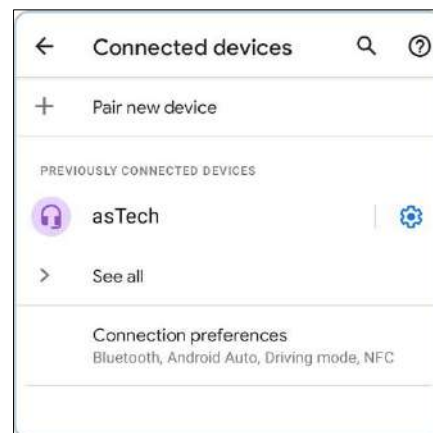
Bluetooth options are usually found under “Connections”, “Connected Devices” or something similar.



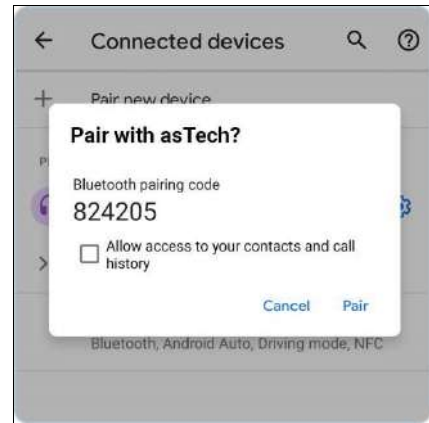
- 3 Once on the Bluetooth screen, tap your asTech device to pair to the device.

If you do not see your asTech device listed, you can search for it by tapping “find device”, “pair new device”, or something similar.

Once the device appears in the list, tap it to pair.



- 4 When prompted, tap “OK” or “pair” to confirm the pairing.



- 5 After successfully pairing to Bluetooth, the asTech screen will show “Connected”, and the Connected Light will be illuminated green.

